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PTO/SB/21 (08-00)

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Total Number of Pages in This Submission

5\*

Application Number

09/981,317

Filing Date

October 16, 2001

First Named Inventor

Sam Wen

Group Art Unit

2151

Examiner Name

Unassigned

Attorney Docket Number

INVE25US

**ENCLOSURES (check all that apply)**

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**Remarks:**

\* The number of pages indicated for this submission does not include the pages in the cited references.

**SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT**

Firm or Individual name	Charles L. Warner II TROUTMAN SANDERS LLP
Signature	<i>Charles L. Warner</i>
Date	February 26, 2003

**CERTIFICATE OF MAILING**

I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to: Commissioner for Patents, Washington, D.C. 20231 on this date: February 26, 2003			
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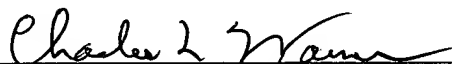
**PATENTS**

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Application of: )  
**Sam Wen, Charles Warner, and Bradley Birnbaum** )  
Serial No. **09/981,317** ) **Art Unit: 2151**  
Filed: **October 16, 2001** ) **Examiner: Unassigned**  
For: **TRANSFER OF AN INTERNET CHAT** )  
**SESSION BETWEEN SERVERS** )

Date of Deposit: February 26, 2003

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Charles L. Warner II, Reg. No. 32,320

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**INFORMATION DISCLOSURE STATEMENT**

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Commissioner for Patents  
Washington, D.C. 20231

Sir:

This Information Disclosure Statement is made pursuant to and in compliance with 37 CFR §§ 56, 97, 98, and 114. The citation of this information does not constitute an admission of priority, an admission that any cited item is available as a reference, or a waiver of any right that the Applicants may have under applicable statutes, Rules of Practice in patent cases, or otherwise.

International patent application no. PCT/US01/32249 corresponds to this U.S. patent application. A copy of the International Search Report (Document A2) in the PCT case and a copy of all of the art (Documents A1, A3-A8) cited in the International Search Report are enclosed and are identified on form PTO/SB/08A submitted herewith.

Applicants believe that no fees are due in connection with the submission of this Information Disclosure Statement as it is being filed prior to a first Office Action on the merits.

However, the Commissioner is also authorized to charge any deficiency in the fees and to credit any overpayment to Deposit Account No. 20-1507.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Charles L. Warner II", with a long, sweeping horizontal stroke extending to the right.

Charles L. Warner II  
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Attorney Docket: INVE25US

Substitute for form 1449A/PTO

## INFORMATION DISCLOSURE STATEMENT BY APPLICANT

(use as many sheets as necessary)

Sheet	1	of	2
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**Complete If Known**

<b>Application Number</b>	09/981,317
<b>Filing Date</b>	October 16, 2001
<b>First Named Inventor</b>	Sam Wen
Group Art Unit	2151
Examiner Name	Unassigned
Attorney Docket Number	INVE25US

## U.S. PATENT DOCUMENTS

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## FOREIGN PATENT DOCUMENTS

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<sup>1</sup> Unique citation designation number. <sup>2</sup> See attached Kinds of U.S. Patent Documents. <sup>3</sup> Enter Office that issued the document, by the twoletter code (WIPO Standard ST.3). <sup>4</sup> For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. <sup>5</sup> Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. <sup>6</sup> Applicant is to place a check mark here if English language Translation is attached.



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<b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b>  (use as many sheets as necessary)				<b>Complete If Known</b>	
				Application Number	09/981,317
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				First Named Inventor	Sam Wen
				Group Art Unit	2151
Sheet	2	of	2	Examiner Name	Unassigned
				Attorney Docket Number	INVE25US

<b>OTHER PRIOR ART - NON PATENT LITERATURE DOCUMENTS</b>			
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	A6 /	P. WAYNER, Novera Composes Epic for Java, Byte, McGraw-Hill, Inc., 07-01-1997, XP002080613, Vol 22, No. 7	
	A7 /	AliveChat, Custom Web-Based Call Centers, E-CRM GUIDE online, XP002215560, URL:http://products.ecommerce-guide.com/e-business/customer_relationship_management/965345691.html, 08-10-2000, Page 1	
	A8 /	Alivechate Pro, WEBSITEALIVE online, XP002215561, URL:http://web.archive.org/web/20000819080832/http://www.websitealive.com/pro.htm, 08-19-2000	

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These documents are submitted as part of an Information Disclosure Statement for:

Application Number: 09/981,317

Filing Date: October 16, 2001

First Named Inventor: Sam Wen

Group Art Unit: 2151

Attorney Docket Number: INVE25US

Attorney: Charles L. Warner, Reg. No. 32320

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